

NEWS RELEASE

November 20, 2006

Contact: Steven Sautter
Public Information Officer
(509) 539-0312

Phone service restored to BCES

Richland, Wash.- Telephone service has been restored to Benton County Emergency Services (BCES), including calls to the county's 9-1-1 center. Problems with the agency's phone system had required the phones be transferred to an alternate call center located at the Richland Police Department for just over an hour. Cause for the interruption of phone service into the building is under investigation by both BCES and Verizon Telephone.

There was no disruption of emergency services for county residents. Procedures are in place to transfer incoming 9-1-1 calls to the alternate call center when such a service interruption occurs. The information from the 9-1-1 calls received at the alternate center is transferred to BCES via Intranet connections and then the appropriate agency is dispatched via the county's regular radio dispatch system.

###